



TOM TINDALL
Director

County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue
Los Angeles, California 90063

Telephone: (323) 267-2101
FAX: (323) 264-7135

"To enrich lives through effective and caring service"

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To: Each Supervisor

From: Tom Tindall *TAM Tindall*
Director

Subject: **STATUS REPORT ON THE TRANSFER OF DCFS INFORMATION
TECHNOLOGY INFRASTRUCTURE TO ISD**

This memo provides the fifth status report to your Board on the transfer of Department of Children and Family Services (DCFS) information technology (IT) infrastructure to the Internal Services Department (ISD). This important project will improve DCFS social workers' access to client data, and will allow DCFS management greater focus on its core mission.

BACKGROUND

In 2008, at the direction of the Chief Executive Office (CEO), ISD and DCFS conducted an assessment of the IT infrastructure within DCFS. Due to the critical nature of DCFS operations and the need for improved IT support, the CEO determined that ISD should be responsible for the DCFS IT infrastructure. DCFS and ISD worked to obtain the State and federal approvals needed to obtain subvention funding for this project. On January 13, 2010, the County secured final federal approval for this transfer.

TRANSITION ACTIVITIES

Beginning July 1, 2010, ISD assumed responsibility for DCFS' IT infrastructure, including components at remote office locations. The consolidation of servers and desktop functions to the Downey data center has been completed and now provides the required improvements in stability and reliability. Approximately 76 DCFS IT employees completed the transfer to ISD by the end of June 2010.

ISD has implemented new technologies, including the use of "thin client" desktop devices instead of standard personal computers. To date, all 27 offices have been updated and 7,250 DCFS staff has been converted to the ISD email and desktop support services. The project has also incorporated additional remote access capabilities to mobile case workers by using the "**mypc.lacounty.gov**", which allows designated DCFS staff the ability to log into their office PC remotely and access all critical systems, emails and files.

This access is achieved from any PC, whether the employee is at a different office, assigned a DCFS tablet, or using his/her own device at home via the internet. The initial remote access capability was provided to mobile staff within each office as they were converted to ISD. A second phase is targeted to provide any remaining staff, not identified in the first pass, with remote access requirements by end of April 2011.

ISD also worked with DCFS management to implement a new video conferencing bridge, which greatly improves the ability to avoid traveling to and from meetings within the department. Twelve sites were upgraded at various DCFS locations within the County.

The following provides a status of tasks, actions and completion dates:

Task	Status/Action
PROCURE NEW DESKTOPS THIN CLIENT DEVICES Original Target: January 2010 Adjusted Target: May 2010	<ul style="list-style-type: none">• Completed May 2010
MIGRATE WINDOWS SERVERS Original Target: March 2010 Adjusted Target : April 2010	<ul style="list-style-type: none">• Completed May 2010
PROCURE UNIX SERVERS Original Target: April 2010 Adjusted Target: May 2010	<ul style="list-style-type: none">• Completed June 2010
MIGRATE DESKTOPS AND EMAIL Original Target: July 2010 Adjusted Target: December 2010	<ul style="list-style-type: none">• Completed March 2011
MIGRATE/CONSOLIDATE ORACLE DATABASES AND APPLICATIONS Original Target: August 2010 Adjusted Target: March 2011	<ul style="list-style-type: none">• Go live date in the Downey Data Center is May 30th.

TASK	Status/Action
UPGRADE LOCAL (LAN) AND WIDE AREA NETWORKS (WAN) Target Completion: December 2011	<ul style="list-style-type: none">• Complete all WAN upgrades• New LAN equipment for first 8 out of 24 sites is scheduled to commence in early April and continue until next December.
DISASTER RECOVERY/BUSINESS CONTINUITY Target Completion: December 2011	<ul style="list-style-type: none">• Complete testing of disaster recovery capabilities for thin client desktops, CWS/CMS and Oracle Data bases in the Local Recovery Center

NEXT STEPS

With the critical desktop, email and server support completed, ISD continues to work towards converting the data bases and updating the Local Area Networks within the project.

ISD and DCFS engaged Oracle to assist in building more robust database infrastructure and support (e.g. improved security and disaster recovery capabilities) for critical DCFS databases that reside in the Downey data center. Those databases are currently being tested and will convert by end of May 2011. Local Area Networking equipment replacement will start in April 2011 and run until December 2011. These upgrades will improve connectivity to the centralized services.

ISD will continue to keep your Board informed including any significant changes to the transition plan. If you have any questions, please contact me at 323-267-2101, or Dave Chittenden at 562-940-2901.

TT:JJ:DC:dw

c: Chief Executive Officer
ISD Board Deputies
Chief Information Officer
Antonia Jimenez, DCFS Acting Director
Armand Montiel, DCFS
Nick Bhatt, DCFS